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AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER**

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June 7, 2004

TO: Supervisor Don Knabe, Chairman  
Supervisor Gloria Molina  
Supervisor Yvonne B. Burke  
Supervisor Zev Yaroslavsky  
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley   
Auditor-Controller

SUBJECT: **INTERNATIONAL INSTITUTE OF LOS ANGELES CONTRACT REVIEW**

We have completed a contract compliance review of International Institute of Los Angeles (International or Agency), a CalWORKs Stage 1 Child Care service contractor. The review was conducted as part of the Auditor-Controller's Centralized Contract Monitoring Pilot Project.

**Background**

The Department of Public Social Services (DPSS) contracts with International, a private, non-profit, community-based organization that assists parents with childcare services. International's services include explaining participant's childcare options and program rights, providing multilingual services to the participants upon request, and consumer education information. International is located in the First District.

DPSS pays International a negotiated rate of \$121 per case per month. DPSS also pays International \$1,350 for nine-months for outreach services. For Fiscal Year 2002-2003, DPSS paid International approximately \$264,000.

**Purpose/Methodology**

The purpose of the review was to determine whether International provided the services outlined in their Program Statement and County contract. We also evaluated International's ability to achieve planned service and staffing levels. Our monitoring visit included a review of International's billing statements, participant case files, time sheets and interviews with International's staff, program participants and service providers.

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### **Results of Review**

Overall, International is providing the services outlined in its contract. International maintains documentation to support the services billed to DPSS and employs the appropriate number of staff to perform those services. The program participants interviewed stated that the services they receive from International met their expectations. In addition, International is achieving their planned services levels for Fiscal Year 2003-04.

### **Review of Report**

On May 27, 2004, we discussed our report with International, who agreed with the report's findings. In addition, we notified DPSS of the results of our review.

We thank International for their cooperation and assistance during this review. Please call me if you have any questions, or your staff may contact Don Chadwick at (626) 293-1122.

JTM:PM:DC

Attachment

c: David E. Janssen, Chief Administrative Officer  
Department of Public Social Services  
Bryce Yokomizo, Director  
Shirley Christensen, Chief, Welfare-to-Work  
Ida L. Rivera, Chief, Contract Services Division  
E. Stephen Voss, President and Chief Executive Officer, International Institute of Los Angeles  
Violet Varona-Lukens, Executive Officer  
Public Information Office  
Audit Committee

**CENTRALIZED CONTRACT MONITORING PILOT PROJECT  
CalWORKs STAGE 1 CHILD CARE PROGRAM  
FISCAL YEAR 2003-2004  
INTERNATIONAL INSTITUTE OF LOS ANGELES**

**BILLED SERVICES/CLIENT VERIFICATION**

**Objective**

Determine whether International provided the services billed in accordance with their contract and the program participants actually received those services.

**Verification**

We selected a sample of 20 program participant billings that International billed DPSS in November and December 2003 and reviewed the participants' case files for appropriate documentation. Our sample represents \$5,566 out of a total of \$33,154 that International billed DPSS during the periods of our review. In addition, we interviewed 47 program participants and 47 daycare providers and reviewed the Agency's billing statements for the period under review.

**Results**

No exceptions. International provided the services required by their County contract. The participants received consumer information and multilingual services upon request. In addition, the Agency's case file documentation provided evidence that all 20 individuals were eligible to receive program services. Interviews with the 47 program participants disclosed that International provided child care services to the program participants and the services met the participants' expectations. The participants stated that International provided effective program orientation by clearly explaining their childcare options and program rights. International also used GEARS to verify the eligibility of the program participants and authorized payments to the daycare providers within the timeframes required by the County contract. The 47 service providers indicated that International paid them timely.

**Recommendations**

**There are no recommendations for this section.**

**STAFFING/CASELOAD LEVELS**

**Objective**

Determine whether International actual staffing levels did not significantly vary from their proposed staffing levels of 4.60 Full Time Equivalent (FTE) positions.

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**Verification**

We interviewed seven program staff and reviewed time sheets to determine whether actual staffing levels were consistent with proposed staffing levels.

**Results**

No exceptions. International's current staffing levels of approximately 4.0 FTE positions did not significantly vary from their budgeted staffing levels of 4.6 positions used in their negotiated rate calculation.

**Recommendations**

**There are no recommendations for this section.**

**SERVICE LEVELS**

**Objectives**

Determine whether International reported services for November and December 2003 did not significantly vary from planned services levels of 150 participant cases.

**Verification**

We reviewed invoices for November and December 2003 and compared to International proposed services levels for the same period.

**Results**

No exceptions. For November and December 2003, International's service levels averaged approximately 140 participant cases, which did not significantly vary from their proposed service levels of 150 cases.

**Recommendations**

**There are no recommendations for this section.**